

Minutes of the Information Management Panel Meeting

Friday, November 8, 2002

Chair Bruce called the meeting to order at 8:30 a.m.

Present: Supervisors Genia Bruce (Chair), Duane Paulson, and Dawn Fanfelle. **Absent:** Supervisor Jim Behrend and Citizen Member Keith Pickens.

Also Present: Information Systems Manager Michael Biagioli, Web Administrator Chris Dirajlal, Systems Technology Administrator Alan Mundt, Applications Development Administrator Wayne Naegle, Projects Manager Don Hoffman, and End User Computing Administrator Dave Broker.

Approve Minutes of September 6, 2002

MOTION: Paulson moved, second by Fanfelle to approve the minutes of September 6, 2002. Motion carried 4 - 0.

Future Meeting Dates

The Panel's next meeting was scheduled for Friday, December 13, 2002.

Future Agenda Items

Fanfelle requested that the panel discuss potential County website additions including a County Board Supervisor editorial page and the listing of ordinances and resolutions.

Review of Internet Access Policy

Biagioli said a work group was put together consisting of various County staff. They are currently discussing e-commerce and how to allow citizens to pay their taxes over the Internet. With regard to land records, their primary concern is how to protect the privacy of the citizens even though these are public records. However, if a proposed ordinance is adopted by the County Board next Tuesday, people will not be able to access land records over the Internet via name searches. They must come to the Courthouse to do that. Biagioli felt this was a reasonable compromise. Fanfelle expressed privacy-related concerns and felt the County should be more conservative and take a wait-and-see approach with regard to supplying certain information over the Internet.

Update on Health and Human Services RFP Results

Naegle said an RFP had been sent to potential vendors for a case management system and an accounts receivable billing system for the Health & Human Services Department. The latter component must be federal Health Insurance Portability and Accountability Act (HIPAA) compliant in order to meet our deadline of October, 2003. Five vendors submitted bids on the RFP and ultimately Creative Socio-Medic was awarded the contract. The software package is very extensive and the cost exceeds the amount budgeted which was just over \$560,000. Biagioli said while developing the capital plan, they couldn't have anticipated the HIPAA requirements. They believe the final package will require an additional funding request of over \$400,000 in the capital plan for 2004. Biagioli said this package gives the department exactly

what they're looking for. The other bidders came up so short in their evaluation that staff didn't consider them.

Update on Computer Aided Dispatch/Police Records Management/Detention Management Software Acquisition Process

Biagioli said they have awarded the contract to Spillman Technologies to provide the full package solution for the communications center and the detention management system. The County saved quite a bit of money by taking it as an integrated package through a single vendor. The detention management system is being funded out of Justice Redevelopment – a different capital plan. Biagioli noted that 29 municipalities have agreed to join the countywide dispatch operation. He said Hoffmann is working with each agency to facilitate the transition so it's as seamless as possible. Staff are still working with Spillman to determine if the municipalities want to use the Spillman products to manage their police and fire agencies, and what the cost will be to them. The County is providing the host environment, training, and ongoing support. Municipalities can choose to keep their own records management system yet use the Spillman system for obtaining statistics and other information.

Hoffmann distributed an outline of today's discussion and various information provided by Spillman Technologies detailing their products including their basic systems and modular software. Hoffmann said there seems to be considerable interest by some municipalities in Spillman's optional software packages. To date, Hoffmann has had ongoing meetings or phone conversations with the municipalities specific to the Spillman products. Spillman will be giving demonstrations to officials in each municipality and SBC Ameritech will be presenting options as well. Technical Design Services has submitted ideas and their final draft proposal for area networking options and these will be considered. Some municipalities have even expressed interest in a new municipal courts package. Spillman does have packages available and this may be pursued further. Hoffmann said he has met with County Building Projects Manager Dennis Cerretaw with regard to the architectural aspects and ways to save the County money on the building's design. Hoffmann said he and Robert Jacobshad met with the fire chief to give a presentation on the fire EMS software packages. On December 18th, Spillman will give a formal presentation on CAD and the fire and EMS packages. Fire departments are not required to convert to Spillman and Spillman products can interface with a system that is currently being used by many of the municipalities. Hoffmann said he spent a full day in the Sheriff's Department in order to gain an overall understanding of their operational activities. Overall, a lot of the work effort that's currently being done by Sheriff's Department staff will not only be addressed by the Spillman products but more importantly, the products will provide additional functions and features that Sheriff's staff have expressed a desire for. Biagioli said Spillman staff will be in next week to begin the process for a high-level projects plan for implementation. He noted that this process will take some time.

Bruce said concerns might be brought up with the 800 MHz trunked radio system. Biagioli said in order for municipalities to join consolidated dispatch, they must be on the 800 MHz system. For those areas in Waukesha County that have poor reception, the 7th tower is under construction and it's expected this will be activated in late November or early December, 2002 at which time testing will take place. This does not include heavy buildings in which case they will have to determine what to do for heavy building coverage. Repeaters and strengtheners can be put into these buildings and this will be looked at on a case-by-case basis for resolution.

Fiber Extension Project Update

Hoffman distributed copies of "Fiber Project Fact Sheet." Mundt said the purpose of the project is to connect the Northview Campus to the Courthouse Data Center to provide higher speed, more reliable access, business continuity, and increased business opportunities at the Expo Center. Mundt said they are making steady progress. The City of Waukesha will be the lead agency on the next part of this effort which involves the actual construction and dig. Mundt said this is an extension of our current campus environment. It will be great for business continuity and it will position us wonderfully for the 911 center. This is a cooperative effort between the City of Waukesha, Waukesha County, and the school districts of Waukesha. The dig is supposed to begin in early December and will be completed no later than the end of February. This cooperative agreement will save the County more than \$100,000.

Update on RFP for Contract/Consulting Services Preferred Vendor

Naegle said three vendors will be selected for each of the job descriptions and there will obviously be a little overlap for those areas within applications and also crossing the web and the networking. The RFP has gone out and vendors are expected to return their bids by Tuesday. Staff are expecting a high level of response. They expect to select the vendor by Thanksgiving, 2002. Naegle noted that this particular RFP is conducted every two years.

Update on Data Warehouse Initiative

Naegle said earlier this year, two packages were selected for assisting staff in creating data warehouses for Oracle Government Financials; Register of Deed tax listing, tax billing, and track index; and they have begun working on reporting capabilities for the Sheriff's Department and the District Attorney's Office. They have completed an interim solution for report writing with analyses capabilities for the Sheriff and the District Attorney. They have met with the courts and they will be working with the state on how we can get their data. Once the jail system and the District Attorney's systems are determined next year, staff can really begin working on the data warehouse and link all four departments together. The Oracle Government Financials is live and they just started the budgeting data warehouse for the financial group. It's anticipated there will be just one reporting system for the financials and this should save on costs.

Update on Replacement Project for Tax Records/Listing System

Biagioli said the tax record system is currently in -house. It was developed in the 70's and is running on our last remaining mainframe environment which we can no longer support. It will be replaced with a package by an outside company, it will run in a network environment, and it will interface with other software. An RFP will be developed by early next year at the latest and replacement is scheduled for 2003. The new system should result in time and cost savings.

Web-related Projects Update

Dirajlal distributed a list of the applications that are currently on the Intranet and Internet, and a diagram for accepting credit cards online to pay taxes. Biagioli said protecting people's credit card information online was taken very seriously. For auditing purposes, staff will be able to track what was paid, how it was paid, and who paid it. Dirajlal noted that the new Sheriff's website is due to go live Monday morning.

Update on the Outsourced Help Desk

Broker distributed copies of "Waukesha County Help Desk – Summary Report and Analysis for 3rd Quarter 2002." Brokers said everything is going very well with the Waukesha County Customer Care Center (STI Help Desk) and employees seem to be happy with them. We never did hit the number of anticipated calls per month and staff will be looking at getting the next contract cost reduced. The help desk has met or exceeded all of the requirements and measurements set forth in the contract. Broker highlighted the quarterly activities as outlined in the report with regard to the PeopleLink call analysis, work tickets requested per department, calls received, cases created, etc.

Update on Oracle Upgrade for Oracle Government Financials and Database

Naegel said they have upgraded the database and applications. They are using one full-time and one part-time worker from AFPC Corporation as well as Information Systems staff for the migration. They anticipate the upgrade will be completed by November 25th and they are on schedule.

Agenda Items Held Over

Presentation on Budgets for Outside Consultants by Keith Pickens

In the absence of any objections, Bruce declared the meeting adjourned at 10:15 a.m.

Recorded by Mary Pedersen, Legislative Associate.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel